



FAQs

Technical

Is My Turn - Volunteer only for the "mega" sites sponsored by FEMA & Cal OES or is this also for the local county clinics run by the County Public Health Offices?

My Turn - Volunteer is available for any registered clinic within the My Turn system regardless of who it is run by (FEMA, State, County, City, or Private vaccination site managers).

Is there a calendar view where the volunteer director can see all shifts for the day/week and see if they are "full"?

Yes, My Turn offers dashboards and reports that provide a high-level view of clinics for Volunteer Directors through Salesforce. These reports include but are not limited to open shifts, tentative shifts, filled shifts, and volunteer type breakdown.

Is the background check possible for ALL volunteers, or just those with a medical background?

In the pilot phase, only medical volunteers submit background information that leads to the medical verification process. In addition, My Turn collects basic information that helps Volunteer Directors review general support volunteer positions.

When you say "backgrounds" does My Turn - Volunteer complete a DOJ background check?

No. My Turn asks medical and non-medical volunteers to present a state issued ID to confirm they are over the age of 18. Additional steps taken by the Volunteer Director are necessary to complete any type of background check.

Can medical and general support volunteers be background checked?

Medical volunteers must include their medical license number during registration. This number will be cross referenced against the California Medical Association's registry for verification. General support volunteers will be vetted through their specific site's vetting process.

Is it possible to verify volunteers before they sign up for shifts?

No, due to system functionality, volunteers sign up for shifts once they are posted on My Turn - Volunteer. After volunteers select shifts and roles, they will be contacted by the clinic's Volunteer Director and vetted according to the site's requirements.

Can a Volunteer Director indicate how many roles are needed?

Yes. Volunteer Directors can decide how many volunteer shifts and which volunteer roles are needed.

Are Volunteer Directors able to set up different shift length hours for different roles at a single site?

Yes. Volunteer Directors can determine varying shift lengths based on the type of roles at the site.

Will Volunteer Directors be able to see volunteers system wide, like volunteers moving from clinic to clinic with poor performance?

Volunteer Directors will only have access to the clinics and volunteers they manage. California Volunteers will monitor volunteer nomads, seek Volunteer Director input, and survey volunteers after shifts to understand how the experience unfolded. Volunteer Directors should feel comfortable reaching out to myturnvolunteer@cv.ca.gov to share troubling performance as well as spotlight exceptional volunteer or event performance.

General

Is the use of My Turn - Volunteer a requirement by the state of California to local public health agencies?

The use of My Turn - Volunteer is not a requirement by the state. The goal is for county health departments and vaccination clinics across the state to use My Turn - Volunteer to streamline volunteer vaccination efforts, but it is optional and meant to be a lift to over extended staffing teams working hard to vaccinate all Californians.

How do you ensure my county's public health officers have been informed?

Informational resources will be available for Public Health Officers, Medical Officers, Regional and Local leaders offering an overview, reviewing My Turn's benefits, and directing them on how to get started with My Turn. California Volunteers will continue to host regularly scheduled demonstration sessions to support current and future users of My Turn.

Where do the Volunteer Centers and VOADs fit in? Is My Turn appropriate to send out to our VOAD partners?

Yes. My Turn is powered by clinics and volunteers – California Volunteers is engaging with our powerful volunteer centers and VOAD members across the state to make this a successful, useful, and well-utilized tool.

I'm also curious about the collaboration with the state, county, and city. Will My Turn be supporting the city sites CORE is currently supporting?

California Volunteers is eager to collaborate across state, county and city agencies that are able to utilize and support volunteers. We are working with CDPH, County public health officers, and city leaders to inform, listen, and adapt our vaccine rollout efforts.

Can you tailor messaging by position or by site, so that volunteers can get site specific information pushed to them (for example "show up here and report to this person")?

My Turn has a set of automated communications delivered to volunteers once they register, a 72-hour reminder to complete required training, and a reminder that their volunteer shift is 48 hours away. Volunteer Directors can also communicate directly with volunteers linked to their clinic by group and individual emails.

Is My Turn setup with the intent that the Volunteer Director is the person who will be managing volunteers when they show up onsite?

Volunteer Director's will manage volunteers directly or ensure that information is fully reviewed and delivered by an on-site team that is prepared to welcome and direct volunteers.

Please define "Local Volunteer Director." Are they paid or non-paid, etc.?

Volunteer Directors are appointed by local vaccination clinics. These roles could be filled by volunteers or these could be paid roles, however payments would be the responsibility of the clinic.

Are these sites receiving any support in receiving a Volunteer Director?

A site should have a Volunteer Director upon registering a clinic event. If there is no one who can be appointed to this role, please email California Volunteers at myturnvolunteer@cv.ca.gov so that we can connect you with our volunteer partners that can assist with finding a Volunteer Director.

What training is provided for Volunteer Directors?

My Turn - Volunteer will have a user guide, fact sheet, and virtual group onboarding sessions available for any individuals assigned as Volunteer Directors. In addition, California Volunteers works with volunteer centers across the state to provide uniform Volunteer Director training. Please reach out to myturnvolunteer@californiavolunteers.ca.gov if your site is in need of additional Volunteer Director training resources.

If a Volunteer Director is assigned now, can they be changed in the future as needed?

Currently clinics can only assign one individual as Volunteer Director, however in future iterations of My Turn, Volunteer Directors will be able to assign Volunteer Managers as needed.